

## **System Managers' Meeting**

### **11 March, 2003**

**Old Holds** – Tammy asked if anyone was using the Old Holds report to cancel or move holds. People are. The first time is difficult, but it is easy to keep up with the list.

**Bills Paid Purge** – We can run a report to get rid of paid bills in patrons' histories. Do we wish to have a system wide policy, or leave it to individual libraries? It is possible to delete these by date and library. It was pointed out that Standards and Procedures was working on a record retention policy. We'll learn more about this at the Sirsi conference, and will revisit the issue.

**Selfridge ANG Base Patrons** – People who live on base in the portion of the base that is in Mt. Clemens are full-privilege patrons because they are served by the Mt. Clemens school district. There was discussion related to portions of the base that are eligible to receive cards and others that are not. This is not the case. Don Worrell, Director of the Mount Clemens Public Library, explains Selfridge ANG Base Patrons:

I'm not surprised there's some confusion about this. Here's the history...Selfridge has been a part of the Mount Clemens School District since 1917--and is to this day. When MCPL became a district library in 1994, both the City of Mount Clemens and the Mount Clemens Community School District were our establishing agents. Hence, Selfridge ANG Base is still within our service area. We offer full service cards only to active-duty military personnel and their dependents who live on base. Military personnel who live in Harrison Township are not entitled to a card. I should also mention that Selfridge is NOT a part of Harrison Township anyway. It's a DOD installation and, as such, is government (federal) property.

Debbie Larsen at Mount Clemens has suggested that if you are uncertain about giving someone a card that lives on base, just give them a call and they are familiar with the street names on base and can help you determine the eligibility.

Military IDs don't have an address on them. Libraries have been accepting the military ID with a piece of mail showing their residential address. If the military ID number is used as the alt ID, the base can be called if there is a problem, and it will be taken care of.

**Michicard and MCL Patrons** – There has been some confusion about how to treat Michicard patrons who also have MCL courtesy cards. MCL is not a Michicard library, but will give courtesy cards to anyone.

If a patron has a MCL card, and is eligible for Michicard borrowing from your library, please create a second record, using the barcode from their home library. You will not be able to use their driver's license as their Alt ID, because these have to be unique. Searching by ALT ID is a specific search (not right truncated), so adding something to the end of the DL# will not help. The Standards & Procedures committee suggested that NOTHING be put in the ALT ID field if it is a duplicate card.

SCS warned that many people with DPL courtesy cards have Michicard stickers on their DPL cards, and you have to be careful to check ID. These patrons are not eligible for Michicard

borrowing unless their home library is a Michicard library.

**New Release** – The upgrade to the 2002.0.16 sub-release is scheduled for the evening of March 27th. It cannot be done sooner due to many SLC staff being at conferences. If we find out that 2003 will be out very soon while we are at the Sirsi conference, we will wait for that release, and not install the sub-release.

**Documentation** – Lissa has not gotten requests for documentation. Please send documentation requests to [slcstaff@libcoop.net](mailto:slcstaff@libcoop.net).

Many old memos and some instructions have been put on the co-op web site, at <http://www.libcoop.net/instructions.html>. Over the next month, minutes should start being put online at [http://www.libcoop.net/meetings\\_and\\_minutes.html](http://www.libcoop.net/meetings_and_minutes.html).

**MiLE Statistics** – People have had problems printing the MiLE statistics. If you highlight just the area you wish to print, it only prints that portion of the spreadsheet. Lissa will try to adjust the spreadsheet so it doesn't print 30+ blank pages. Also, rather than sending out a spreadsheet that is cumulative to the beginning of MiLE, she'll only send this calendar year's statistics.

**New PCs** – Prices will be out by the end of March, the order deadline will be the end of April. Tammy will also get quotes for a 4 year warranty.

The co-op no longer keeps track of when equipment was bought. If you need to know when a PC was bought or if it is still under warranty, go to <http://support.dell.com>, click on home or home/office and put in the tag number.

**E-mail** – The co-op e-mail server is getting too full. Mail only stays on the server for 15 days. Please delete e-mail you do not need. More people seem to be using iserver rather than an e-mail client that downloads mail to your local PC.

We will hopefully get a new e-mail server around the end of May.

**Round Robin** – SHL asked when the call number in iBistro was going to be removed. Patrons are confused by the main entry taking a call number from the first record, not from their home library. This has been done.

TLN did a site visit to SHL. SHL staff commented repeatedly that WorkFlows is not intuitive and iBistro is confusing.

iBistro is not always keeping logins. Often, patrons have to re-enter their barcodes and PINs when placing a hold in iBistro after already logging in. SLC will investigate.

TPL has noticed that their items checked out to their discard users are not being purged. They have 3 discard patrons, discarduser, TPL-discard and discard-TPL. The report that is run only looks for discard-XXX, where XXX is the three letter code of the library. SLC can manually get rid of items charged to the incorrect discard user.

TPL asked if a report could be run to get a list of items checked out to the discard user that have bills. Yes, this can be done.

SCS asked for clarification of what should be put in a short bib record. The ISBN definitely needs to be put in, along with any other information you have, the record needs to be typed in all-caps, and it needs to be set to a format of MARC-NEW. Please do not put in the number of pages unless you have the item in hand, and do not use initial 'a', 'and' or 'the' in the title field.

SCS commented that there had been way too many days when notices had not gone out until the next day, and they were concerned that patrons didn't have enough time to pick up items. This has not been happening much the last few weeks because we have stopped using old paper that was causing printer jams. We have set the holds to expire after 9 days to cover for notices sometimes being late.

CHE is concerned about making sure that circ computers have 512 megs of RAM for 2003. Circ computers will run with the 256 megs that most computers have. Workflows will run better with 512 megs. SLC will get quotes on RAM upgrades.

MCL asked how many libraries either didn't sign up patrons to use the Internet, or had a signup but no ID check. About half the libraries do one or the other of these.

WAM plans to close for their move on April 7th. They will be closed for about a month. SLC staff will need to take WAM out of the hold queues. WAM will extend their due dates, and will also stop circulating CDs and videos before they close.

ROM is concerned by patrons not getting any overdue notices if they don't get the first notice. The catch up reports that are run on Monday and Thursday should catch these. If not, e-mail the patron's barcode to [slcstaff@libcoop.net](mailto:slcstaff@libcoop.net)

E-mail notices from the co-op are filtered as spam by hotmail and Yahoo by default. They will be moved to the trash folder, where they will stay for a week before deletion. If your patron goes to their trash folder, they can set e-mail from the co-op as e-mail they wish to see.

Other Sirsi sites have reported that many e-mail client spam filters also class e-mail notices as spam. If your patron is using one of these spam filters, they will not see any e-mail from the co-op, and they may not be aware that library e-mail is being filtered. You may wish to ask patrons who complain of not getting e-mail notices if they are using hotmail, Yahoo or an e-mail client that has a spam filter.

E-mail notices from our server go out with a return address of [sirsi@catalog.libcoop.net](mailto:sirsi@catalog.libcoop.net). E-mail notices from MiLE go out from [ursa@administration](mailto:ursa@administration).

If a patron who wishes to get phone notification uses Call Blocker or Telezapper, they will not receive the phone call, but Talk To Me will think they have successfully contacted the patron. You may wish to ask patrons if they use either of these products if they complain of not getting phone notifications.

MPL reports that if a patron searches iBistro at MPL, where their default is to search only MPL, then goes on to the second screen to search all libraries, all libraries is not a choice in the drop down box. If the patron starts a new search instead, all libraries is an option. Other libraries have also seen this. SLC staff will investigate this.

SBL asked why they are having so many problems connecting to MiLE? Perhaps there is a connection limit? Tammy checked, and there is no connection limit. She also reminded people to please e-mail or call us if they cannot connect to MiLE. We can contact TLN, and find out if there is a problem.

CHE reminded us that the longoverdue report does not shadow items in iBistro. Items with a location of longoverdue cannot be shadowed easily on a co-op level. They can be shadowed manually.

CHE uses debt collection, and has discovered some unanticipated results from CMPL items and patrons being purged from the database. If your patron had gone to debt collection and their debt included an item or items from CMPL, all record of those items is gone. If you bring these to Unique's attention, they will cancel the commission on these items.

If you have a CMPL patron that went to debt collection due to a CMPL item or items, CMPL has the records in their database.

If you use debt collection, please check your commission bills from Unique. You may be paying for debts that were deleted, not collected.

The next meeting will be April 8, 2003 at MCL.